

County San Mateo  
System Improvement Plan Approval Document  
Submitted September 30, 2004

Program Areas	Improvement Plan			Anticipated Date of Completion
	Required		Strategy	
	Yes	No		
<b>Safety:</b>				
<ul style="list-style-type: none"><li>Recurrence of Maltreatment</li></ul>		X	<ul style="list-style-type: none"><li>Design and implement strategies that will increase access to preventive and supportive services, particularly community based and mental health resources for at-risk and vulnerable populations.</li></ul> <p><i>Data reports, Safe Measures and contact with county will be used to monitor progress.</i></p>	12/30/04
<ul style="list-style-type: none"><li>Abuse/Neglect in foster care</li></ul>		X	<ul style="list-style-type: none"><li>Establish forum to develop and review differential response practice guidelines and protocols that promote holistic family-centered team-based case planning and service delivery.</li></ul>	2/28/05
<ul style="list-style-type: none"><li>Timely ER Response (process measure)</li></ul>	X		<ul style="list-style-type: none"><li>Develop a system of quality assurance that focuses on this and other C-CFSR indicators.</li><li>Social workers have received additional training in the appropriate CWS/CMS documentation of this indicator (2B) to eliminate erroneous reporting.</li><li>Workers struggling to meet response time guidelines will be identified and additional supports or corrective measures will be employed.</li><li>Convene workshops focusing on developing concrete strategy for promoting positive interactions, for monitoring, and for holding individuals accountable to meeting expectations.</li></ul> <p><i>Data reports, Safe Measures and contact with county will be used to monitor progress.</i></p>	On-going  On-going
<ul style="list-style-type: none"><li>Social Worker Visits with child (process measure)</li></ul>	X		<ul style="list-style-type: none"><li>HSA has developed a monthly, detailed version of the data reports to identify strategies and resources for improving the timeliness of visits.</li><li>Supervisors have received an orientation to the performance expectations outlined in the PIP, CWS Redesign and C-CFSR.</li></ul>	On-going

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			<ul style="list-style-type: none"> <li>Social Workers have received additional training in the appropriate CWS/CMS documentation of this indicator to eliminate erroneous reporting.</li> </ul> <p><i>Data reports, Safe Measures and contact with county will be used to monitor progress.</i></p>	
<b>Permanency</b>				
<ul style="list-style-type: none"> <li>Time to Reunification</li> </ul>		X		
<ul style="list-style-type: none"> <li>Time to Adoption</li> </ul>		X		
<ul style="list-style-type: none"> <li>Placement Stability</li> </ul>		X		
<ul style="list-style-type: none"> <li>Foster Care re-entry</li> </ul>	X		<p><b>Improve team-based case planning processes</b></p> <ul style="list-style-type: none"> <li>Review, revise and implement policies and protocols for each type of team-based case planning to make priority, short-term improvements in operations.</li> <li>Develop, update and implement Team Decision-Making (TDM) protocols that enhance and build infrastructure to quickly schedule meetings, identify participants and confirm meeting attendance.</li> <li>Review how team-based case planning has been working and identify ways to increase participation and improve outcomes.</li> <li>Assess needs of staff, community partners, parents, and youth for supports that increase stability for families after children return home from foster care.</li> </ul> <p><i>Data reports, Safe Measures and contact with county will be used to monitor progress.</i></p>	<p>12/31/04</p> <p>12/31/04</p> <p>3/30/05</p>

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<b>Well-Being</b>				
<ul style="list-style-type: none"> <li>Preserving family relationships</li> </ul>		X	<ul style="list-style-type: none"> <li>Assess needs of staff, community partners, parents, and youth for supports that increase stability for families after children return home from foster care.</li> </ul>	
<ul style="list-style-type: none"> <li>Least Restrictive Placements</li> </ul>	X		<ul style="list-style-type: none"> <li>Improve supports for social workers, foster and kin parents, and birth parents to help keep youth in family care placements.</li> <li>Increase access to information about the child welfare system, including how it works, requirements, and available resources.</li> <li>Develop and disseminate a guidebook on how to navigate children and family services, court, probation, mental health, and related community service networks which includes individuals to contact for information.</li> <li>Increase availability of policies and protocols about child welfare services (e.g., on-line, during training, through Foster Parent Advocate, etc.).</li> <li>Enhance resources needed by birth, kin, foster, and adoptive parents to support stable family connections.</li> <li>Develop and implement visitation policies and practice strategies that encourage foster parents to support children's relationships with birth parents and extended family as appropriate.</li> </ul> <p><i>Data reports, Safe Measures and contact with county will be used to monitor progress.</i></p>	<p>3/30/05</p> <p>4/30/05</p> <p>3/30/05</p>
<ul style="list-style-type: none"> <li>ICWA Placements</li> </ul>		X		
<ul style="list-style-type: none"> <li>ILP</li> </ul>		X		

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<b>Systemic</b>				
<ul style="list-style-type: none"> <li>Statewide Information System</li> </ul>				
<ul style="list-style-type: none"> <li>Case Review System</li> </ul>				
<ul style="list-style-type: none"> <li>Quality Assurance System</li> </ul>				
<ul style="list-style-type: none"> <li>Training</li> </ul>				
<ul style="list-style-type: none"> <li>Service Array</li> </ul>			<ul style="list-style-type: none"> <li>Design and pilot three paths of service response (differential response) in Daly City and Redwood City</li> <li>Design the operational structure for the three response paths and define scope of pilot implementation activities.</li> <li>Provide orientation for HSA and community partner staff in pilot sites.</li> <li>Begin pilot implementation of differential response.</li> <li>Establish forum to develop and review differential response practice guidelines and protocols that promote holistic, family-centered team-based case planning and service delivery.</li> <li>Establish action plan for forum that defines purpose, structure, schedule, format, and members' responsibilities.</li> <li>Develop, review and distribute policies and practice guidelines on an ongoing basis to support implementation of pilot.</li> <li>Begin to develop multi-year project plan that addresses resources needed to move from pilot to full implementation</li> </ul>	<p>12/30/04</p> <p>1/31/05</p> <p>2/28/05</p> <p>12/31/04</p> <p>6/30/05</p>

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<ul style="list-style-type: none"> <li>Agency Responsiveness to the Community</li> </ul>				
<ul style="list-style-type: none"> <li>Foster and Adoptive Parent Licensing, Recruitment and Retention</li> </ul>			<ul style="list-style-type: none"> <li>Offer financial incentives to support the recruitment of new foster and adoptive parents.</li> </ul> <p><i>Data reports, Safe Measures and contact with county will be used to monitor progress.</i></p>	On-going